**From:**        Thomas Hays
**To:**            Microsoft ATR
**Date:**          1/23/02 10:42am
**Subject:**     Microsoft Settlement

Six word summary: The settlement is a bad idea.

Details:
I work for as a network administrator for a company that
predominately uses Microsoft software for our business.
We recently purchased Office XP and Windows XP Pro with
some new Dell computers. The problem that I have with this
is that resellers are calling me constantly (most recently
to say the BSA is doing an audit in our area, and asking if
I'm sure my company is legal?) and "advising" us to discard
our OEM license and buy the "real" open license. Of course
they want to sell us upgrade-assurance which is the first
step in subscription based software.

Want another problem area? Look at the security mess we have
to deal with concerning Outlook. It may look nice and be
intuitive, but is it secure? Even after what 5 or 6 years
of development, it's still not secure. Yet Outlook is the
predominant email software in business because it comes
"bundled" with several versions of Office. I believe it
could be successfully argued that Netscape/Mozilla, Eudora,
or Pegasus mail are all more secure, yet how many people
use them. How many people even know there are other
email software packages besides Outlook.

A final complaint, the push of passport. With Microsoft's
terrific security record I'm really thrilled with the
idea of all my logins and a considerable portion of my
personal information being stored by them so I can
access common financial packages like Microsoft Money (the
newest version nags you to set up a passport account) or
Ebay and other web sites which are offering Passport logins.

What would help the consumer the most would be competition.
Competition would drive us towards more affordable and
better written software.

Thank you.


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